
Air National Guard (ANG) Military Vacancy Announcement (MVA)

(Must be a current ANG member only)

**Previous applicants do not need to reapply*

**Change 1*

2010-152R1C1

CONTACT CENTER/CONSOLIDATED SERVICE CENTER SR NCOS

PROMOTABLE TSGT - MSGT

**(Must meet this rank requirement at closeout date)*

Closeout Date: 15 Nov 2010 Close of Business (COB)

To view the most current application procedures/requirements, refer to the ANG Careers webpage at <http://www.ang.af.mil/careers/mva/procedures.asp>

Headquarters ANG Title 10 2-4year Statutory Tour at **ARPC/DPS (Denver, CO)**. Must be Air Force Specialty Code (AFSC) **3S0X1/3D0X1/3S2X1**. Applicants must provide a statement of understanding with the application stating he/she is willing to cross train in the 3S0X1 AFSC. Have an ASVAB Administrative Score of 41. Provide an AF Form 422 reflecting a PULHES of 3,3,3,2,3,3 or better (AF Form 422 must be less than one year old). Duties and Responsibilities: SrNCO technicians in the Consolidated Services Sections operations of the Personnel Service Delivery Transformation (PDST) for the Air National Guard (ANG) from a contact center operational role. These positions will be the senior technicians on duty as well as work directly with each member of the future operations team in the development of all transformed personnel processes and any other related Personnel areas. Assist team leads and ARPC lead on Contact Center front end and Receipt & Workflow training and improvement within the Remedy software applications. In addition, the incumbents will provide team/process/workflow improvements recommendations to the Superintendent, ANG Transformation and Chief, ANG Transformation regarding policy development and modifications. Incumbent should have a minimum of 5 years experience in the personnel career field with a broad base of Customer Support and military service dates experience. Incumbent must possess an in-depth knowledge of personnel policies, practices, and procedures and be able to articulate (verbally and written) the same. Must be able to analyze personnel related problems and present proposed solutions. Must also understand the relationship and structure of the TFSC-Denver full time support personnel force. Must have the ability to learn new processes and/or procedures in minimal time. Rotational assignments within the ANG are normal during this tour, and members must join the ANG to become the incumbent. Priority placement of displaced Air National Guard Mission Support Flight personnel may occur when similarly qualified with other applicants. Must meet above stated grade/rank requirement by closeout date of advertisement. Member must have a Secret Clearance or an open investigation to apply for statutory tour positions. Officers applying for a statutory tour position must have a minimum of a Bachelors degree prior to applying.

Mandatory criteria as indicated in the MVA must be documented on the members report on individual personnel (RIP). If it is not indicated on the RIP, it is incumbent upon the applicant to ensure that the appropriate source documentation is provided with the application.

Must meet the above stated grade/rank requirement by closeout date of advertisement.

Member must have a Secret Clearance or an open investigation to apply for statutory tour positions.

Enlisted applicants who are higher grade than the highest grade for the advertisement must provide a statement of understanding with the application stating he/she is willing to be voluntarily demoted if selected for this position, IAW ANGI 36-25-03, Paragraph 3.4.3.

Officers applying for a statutory tour position must have a minimum of a Bachelors degree prior to applying.

Application for this MVA signifies agreement to the following statement, in accordance with (IAW) Title 18 USC 1001: "I certify that, to the best of my knowledge and belief, all of the information on an attached to this application is true, correct, complete and made in good faith. I understand that false or fraudulent information on or attached to this application may be grounds for rejection or for release from statutory tour after I begin work, and may be punishable by fine or imprisonment. I understand that any information I give may be investigated."

Questions regarding this advertisement can be sent to hr.apply@ang.af.mil
